

IN THE CLAIMS:

Please AMEND claim 14 as indicated below:

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1. (PREVIOUSLY PRESENTED) A method for monitoring an e-commerce installation, the e-commerce installation comprising a plurality of tiers, the tiers generating log files and databases, the method comprising:

installing each of a plurality of software agents onto its own one of a plurality of servers, wherein each of the plurality of software agents retrieves at least one of the log files from its associated one of the plurality of servers, and wherein each of the plurality of servers is associated with one of the plurality of tiers;

reading the log files and querying the databases to obtain information stored therein, the information comprising performance measurements of the installation; and graphically presenting the measurements.

2. (PREVIOUSLY PRESENTED) The method of claim 1, wherein the plurality of tiers comprises a web servers tier, a session servers tier, a transaction servers tier, and a database servers tier.

3. (PREVIOUSLY PRESENTED) The method of claim 2, wherein:

the web servers tier comprises a plurality of web servers with each of the plurality of web servers generating log files, the log files comprising hit rate data, hosts served data, data volume data, error rates data, log file size monitor data, system load data, and generic data,

the session servers tier comprises a plurality of session servers with each of the plurality of session servers generating a plurality of log files, the plurality of log files comprising users served data, restarts data, IM status data, IM load data, database connectivity data, error rates data, and system load data,

the transaction servers tier comprises a plurality of transaction servers with each of the plurality of transaction servers generating a plurality of log files and a plurality of databases, the log files comprising open and discarded cart rates data, shoppers in store data, authorized, cancelled, declined data, payment service errors data, inventory status data, and system load data, and the databases comprising sales per hour data, items sold per hour data, new order rates data, processed order rates data, fulfilled order rates data shipping network connectivity data, orders awaiting authorization data, and orders awaiting

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shipment data, and

the database servers tier comprises a plurality of database servers with each of the plurality of database servers generating a plurality of databases, the plurality of databases comprising database access performance data, database size monitor data, database connectivity error rate data, and system load data.

4. (ORIGINAL) The method of claim 3, wherein said user site is a fully functional web-based business application or e-commerce monitoring solution.

5. (WITHDRAWN) A software product for testing and monitoring a web-based business application or e-commerce installation comprising at least one web server, at least one session server, at least one transaction server, and at least one database server, the software product comprising:

test instructions configured to direct a processor to configure and execute user transaction tests and report user transaction test results;

system performance instructions configured to direct the processor to measure system performance data for each of the web server, the session server, the transaction server, and the database server;

business performance instructions configured to direct the processor to measure business performance data comprising monetary volume transacted by the e-commerce installation during a time period; and

a first storage media configured to store the user test instructions, the system performance instructions, and the business performance instructions.

6. (WITHDRAWN) The software product of claim 5, wherein the business performance data further comprises new orders transacted by the e-commerce installation during a time period.

7. (WITHDRAWN) The software product of claim 5, wherein the business performance data further comprises sales volume transacted by the e-commerce installation during a time period.

8. (WITHDRAWN) The software product of claim 5, wherein the business performance data further comprises lost sales due to system errors during a time period.

9. (WITHDRAWN) The software product of claim 5, wherein the business

B1

performance data further comprises abandoned shopping carts during a time period.

10. (PREVIOUSLY PRESENTED) A method of operating a computer system to test and monitor an e-commerce installation comprising a web server, a session server, a transaction server, and a database server, the method comprising:

configuring and executing user transaction tests and reporting user transaction test results;

measuring system performance data for each of the web server, the session server, the transaction server, and the database server; and

measuring business performance data comprising monetary volume transacted by the e-commerce installation during a time period.

11. (ORIGINAL) The method of claim 10, wherein the business performance data further comprises financial data transacted by the e-commerce installation during a time period.

12. (ORIGINAL) The method of claim 10, further comprising:

processing the system performance data to generate system graphics illustrating system performance measured against system performance baselines and system performance thresholds; and

processing the business performance data to generate business graphics illustrating billing performance measured against business performance baselines and business performance thresholds.

13. (ORIGINAL) The method of claim 10, further comprising:

collecting the system performance data and the business performance data from the e-commerce installation; and

transferring the system performance data and the business performance data to the computer system.

14. (CURRENTLY AMENDED) A method for monitoring an e-commerce installation having a plurality of servers generating log files and maintaining databases, the method comprising:

associating software agents to each of the servers;

installing the software agents on the respective associated servers;

activating the software agents to access the log files on associated servers to obtain

performance measurements;

activating the software agents to query the databases on the associated servers to obtain performance measurements; and

graphically presenting the performance measurements.

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